

I just have received an email saying that VRS's quality is going down, because its payments are being reduced in an effort to help deaf customers save money. I have to agree with that sender's comments that FCC is not helping solve problems for companies, interpreters for the deaf, and deaf customers. I think that, if you can help them solve their problems before going ahead with your plans of reducing payments in an effort to help deaf customers, you will make it a better place for deaf people to be able to participate in this world to do things they normally wouldn't have done without the help of VRS. Thank you.

Lisa